Product Support Notice

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Name of problem Uninstalling R2V3 leaves the initial language entries in the registry

Products affected

Basic Call Management System Reporting Desktop

Problem description

Uninstalling R2V3 leaves the initial language entries in the registry.If the application needs to be reinstalled in another language than the initial installation language, the original language installation records need to be deleted from the registry.

Resolution

The initial installation registries that need to be removed are:

My Computer\HKEY_CURRENT_USER\Software\Lucent
My Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Lucent

Remarks

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services - Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
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